



COMMISSION COMMENTS

A quarterly Civil Service newsletter for City of Columbus employees ♦ April 2002

ONLINE APPLICATIONS

The Commission began accepting online applications for the Police Officer exam earlier this year. Applicants can log on to www.csc.cmhmetro.net and apply for the next exam scheduled for October 2002. Those who meet the minimum qualifications will receive a letter by U.S. mail letting them know the application was received. It is not necessary to have an e-mail address in order to apply online so it can be done at the public library or anywhere applicants can access the Internet.

Firefighter applications for the upcoming exam have also been available to submit through our website since April 8th (see article next column).

We hope to provide an easier and more convenient way for filing applications for City employment. The Commission plans to eventually offer online application for all civil service tests. Applicants can already use the Internet to apply for vacant noncompetitive and provisional positions with City Departments.



COMING SOON: FIREFIGHTER EXAMINATION!

Last quarter in Commission Comments, we began reporting information for the upcoming **Firefighter Examination**. Now it's time to take action!! You can go on-line and submit an application, or we are accepting applications in person between April 22 and May 3, 2002 at **BOTH** 50 West Gay Street, 5th Floor, **AND** 750 Piedmont Road (the Citywide Training Facility). Evening hours, until 8:00 p.m., are offered on April 22, 24, 30, and May 2, also at both locations. Please be sure to submit your application, whether on-line, in person, or by mail (applications sent by mail should be sent to Civil Service Commission, 750 Piedmont Road, Columbus, Ohio 43224). All applications **MUST BE received** no later than 4:30 p.m. Friday, May 3, 2002. The application packet and the website contain a great deal of information regarding the testing process, including dates for information sessions. This is your last reminder for this rewarding career – please don't miss out!

For more information on this and other positions, you can view a copy of the specification from our website at www.csc.cmhmetro.net or call Sheri LaVette at (614) 645-7708.

Important CSC Phone Numbers

Main Telephone Number	645-8300
Jobline	645-7667
Application Desk.....	645-8369
TDD Machine.....	645-7303



TEST ANXIETY

Test anxiety is an inability to think clearly about a testing situation which prevents you from doing your best on the exam. It is usually characterized by feelings of nervousness, fear or dread and specific symptoms include confusion, panic, mental blocks or nausea. Do you ever experience any of these symptoms before or during a test? If so, you are not alone – many people suffer from test anxiety.

Below are some techniques for dealing with this problem. First, it should be understood that test anxiety, like other forms of anxiety, comes about because of what people think about their abilities to take the test. Irrational beliefs regarding fear of failure, concern about what others are thinking, and the need to be perfect come into play.

Some techniques to try to reduce test anxiety are:

Thought Substitution

This method involves substituting negative thoughts and feelings about a test with positive thoughts. For example, instead of saying to oneself “I’m never going to do well on the test because I always get low scores,” one could say “I have control over whether or not I do well on the test. I have prepared to the best of my ability and I am pleased with my progress.” Positive self-talk is one way to reduce anxiety.

Breathing

When feeling anxious during the exam or getting ready for the exam, another technique to try is to focus attention on breathing. This can calm the physical symptoms and sensations that go along with anxiety. Take several deep breaths, hold for 3 to 5 seconds, and then slowly exhale. This will help relaxation and slow down your heart rate.

Muscle Relaxation

Another technique to try before or during an exam is to tense and relax your muscles. For example, tense the shoulder muscles by pulling the shoulders back, arching the back, tense the

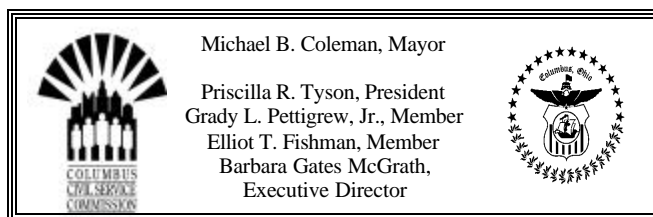


muscles and hold for 5 seconds. Slowly release the muscles and feel the relaxation.

There are other things to do to reduce stress before an exam. Regular exercisers should work out the day before and the day of the exam. Studies have shown that regular exercise helps to control tension and stress. The day before the exam, check the time and location of the exam. If possible try to get a full night of sleep to feel refreshed and alert throughout the test. On the day of the exam, arrive early at the exam site to avoid rushing and relax. By this point, try to think positively about the outcome of the test.

Did you know?

- ◆ During 2001, the City hired 1,068 new employees, 445 full-time and 623 part-time.
- ◆ The Commission verified an average of 1,300 payroll transactions per month in 2001 prior to certifying the City payroll.
- ◆ The Commission took action on 216 job classifications in 2001, including revisions, creations, reviews and abolishments.



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